
Check Evaluation of E-Passport Quality

by Arta Moro Sundjaja

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12 The Evaluation of E-Passport Quality using E-Government Quality Measurement (Case Study of E-Passport in DKI Jakarta)

Sevenpri Candra,

School of Business Management, Bina Nusantara University, Jakarta 11480, Indonesia

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The development of science and communication technology can be applied to government services to meet the needs of the community. In measuring the quality of government services, an analysis of the e-government may provide a way. This study aims to determine the correlation and effect on online passport services e-government service quality in Indonesia, especially in Jakarta Immigration Office. This study tested by the correlation and regression analysis aided by SPSS application. In result of the research, the output suggested that all the variables are related and effected the online passport services e-government quality.

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Keywords: e-government, e-government service quality, service quality, online passport

1. INTRODUCTION

Nowadays, internet is not carried out by business sector only. However, the government sector also utilities this distribution channels through providing services for their citizen [1]. In Indonesia, the e-Government introduced through Presidential Instruction No. 3 Th. 2003 About the National Policy and Strategy Development of e-Government, to take the necessary measures in accordance duties, functions and authority of each to the implementation of the development of national e-Government based on the National Policy and Strategy Development of e-Government [2].

Judging from the implementation of e-Government applications, data from the Ministry of Communications until 2005 shows that Indonesia has 564 domains go.id, 295 central and local government sites, 226 sites have begun to provide public services through the website, 198 local government websites are still actively managed [3].

The definition of e-Government itself is the use of information technology by the government to provide information and services to citizens, business, and other matters relating to the administration E-Government can be applied to

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the legislative, judicial, or public administration, to improve internal efficiency, deliver public services, or processes of democratic governance. The main delivery models are Government-to-Citizen or Government-to-Customer (G2C), Government-to-Business (G2B) and Government-to-Government (G2G). Most important anticipated benefits of e-government is to increase the efficiency, convenience, and better accessibility of public services.

One application of e-government can be perceived by society today is the passport online, which is shaded by the Directorate General of Immigration into Indonesia. With the passport online, people are expected to no longer use the service bureau and free passport queue. Based on the background that has been described, it will be conducted research on e-Government Quality in the online passport services in Jakarta. With this research, it is expected that the implementation of the online passport that has been implemented by the government can be evaluated and can give you an idea of the impact that appears above the government's initiatives in development of this e-Government.

2. LITERATURE REVIEW

E-government is an important change in the structure of the entire public sector, values, culture and way of doing

*Email Address: seven@binus.ac.id

business. According to [4] gives a simple definition, e-government is considered as "a means of delivering information and services". Meanwhile, according to [5], [6] defines e-government as the use of ICT to enable and improve the efficiency of government services provided to citizens, employees, businesses, and institutions. E-government service itself increases the convenience and accessibility of government services and information to citizens. Thus, it can be concluded that e-government is a means of delivering information and services with the use of ICT by the government to the people, businesses and institutions employees in order to increase the convenience and accessibility of government services and information to citizens.

According to [7] of e-government has the potential to shape the public sector back and build relationships between the community and the government as follows: Citizen access to government information. The most common government initiative is to provide access to information about government; E-Government can also mean providing electronic access to services that facilitate the adjustment of a set of rules or regulations; Citizen Access to personal benefits. Examples of services that provide the public with electronic access to personal interests are transfer services and online applications for public assistance and workers' compensation; Including Procurement bidding, purchasing, and payment. Applications procurement (procurement) enables government agencies to reap the benefits embodied in swasata sector through the application of e-commerce. Vendors of electronic cataloging, bidding and tabulation, purchase electronic payment transactions and payment of government-to-government and government-to-business that serves both the needs of government institutions as well as their personal trading partners; Government-to-government information and service integration. Integrate programs providing services across government agencies and in between levels of government that requires a variety of electronic information and integration; Citizen Participation. Democracy online including access to elected officials, forum discussion, "town meetings", voter registration and voting finally online. This service is intended to serve the community at large.

In [7] also described a model of a triangle relationship Among government, business and citizens which is a model of the triangular relationship between government, business and society with e-government, and described as follows:

E-Government focus aspect in E-Government partnership. Processes and structures that define the relationship between the central government and local / regional; processes and structures that define the relationship between the organization and the department or agency; processes and structures that define the relationship between the government and employees; processes and structures that define the relationship between the legislature and the executive.

E-Business focus aspect in E-Government partnership. Processes and structures that define the relationship between government and market, processes and structures that define the relationship between government and market sectors.

E-Citizens focus aspect in E-Government partnership. Processes and structures that define the relationship between government and society; processes and structures that define the relationship between government services and the needs of the citizens; processes and structures that define the relationship between states and international institutions.

According to [8] The quality of e-government is the extent to which a website can facilitate e-government in

providing competent services on the efficiency of e-services to help people, businesses, and organizations in achieving their public administration. Meanwhile, according to [9] of e-government service refers to the Government to Citizen (G2C) in which communication via the internet and web-based applications with the aim to facilitate, provide and improve the quality of government services. Based on [1], the quality of e-government has 4 dependent variable is the efficiency, trust, reliability, and community support.

Efficiency is the ease of use of the site and the quality of information that provides seven evaluation criteria. Seven evaluation criteria in the form of site structure clear and easy to follow, the effectiveness of a search engine (search engine) on the site, how the arrangement or mapping of the site is well organized, how the site tailored to the needs of users with good, information posted on the site displayed in detail, the information provided is always new, real and up to date, and the information provided in the form filling data is quite good.

Trust is the extent to which people believe the site is secure from tampering and protect information that is personal or private which consists of four evaluation criteria. Four evaluation criteria in the form of acceptance username and password on the site is safe, the amount of personal data that is required for authentication in e-government, whether the data provided by users on the site has been archived safely, and whether the data provided by society is only used as needed.

Reliability is the feasibility and speed of access, use and receive services from a site that has six evaluation criteria. Six of the evaluation criteria in the form of speed download the form from the website of e-government, if the site is always available and can be accessed whenever the community needs, the extent to which this site is successfully accessed on demand trial first, whether the services provided on the site on time, how quickly the page the download site (download), and whether e-government works with standard browsers.

Community support is the ability to get the help he needed, which consists of four evaluation criteria. Community support is related to the interaction with the community at the time the employee or admin experience difficulties or problems in their interaction with e-government. Consists of four evaluation criteria in the form of how much the interest of employees to help resolve the problems experienced by the people, whether employees provide prompt replies to the questions given by the user, whether employees have the skills and knowledge to answer questions from the community, and whether the employee is able to convey a sense of trust and confidence in the provision of information.

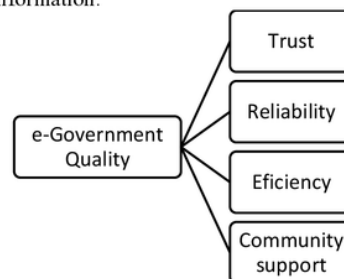


Figure 1. Research Model

3. RESEARCH DESIGN & MODEL

Plan of this research will use quantitative methods through a questionnaire that will be distributed online. Where each respondent will be sent via e-mail that explains the reference to fill out the questionnaire. An appropriate sampling technique in this study is a non-probability sampling is a technique that does not give the opportunity / equal opportunity for each element or member of the population to be selected into the sample. Sampling technique used was purposive sampling technique with particular consideration.

Based on Figure 1, it can be concluded for the analyzer to be used is multiple regression. If the measurement of the effect involving two or more independent variables (X1, X2, X3, and so on) and the dependent variable (Y) then it is called multiple regression analysis / compound. Multiple regression analysis was conducted to examine the effect of simultaneous multiple independent variables on the dependent variable interval scale.

4 RESEARCH FINDINGS

This study was conducted to evaluate through the influence of efficiency, trust, reliability and community support for e-government service quality in online passport Directorate General of Immigration, West Jakarta. Collecting data in this study conducted by questionnaire to the applicant's passport services online with text documents via email. In the questionnaire has been prepared in a number of questions prepared to gather the necessary information. After all the questionnaires distributed to the respondents and all the questionnaires returned 100 %. Then the data were examined using SPSS 16.0 and the fancy results obtained are valid. Questionnaires were distributed include age, sex of respondents, respondents last education, and profession of respondents.

The results of the analysis of the demographics of the respondents as follows: The majority of the online passport service user's age ranged from 26-35 years. While more than 55 years of age constitute a minority of the use of the online passport services; The majority of sex online passport service users are male; The majority of respondent's last education online passport service users are at Bachelor Degree, while a minority of respondents were at secondary / junior high and equivalent and others; The majority of respondents professional users online passport services as private employees, while a minority of respondents profession as a housewife. Then, in this study proved that the efficiency, trust, reliability and support each community related and significantly affect the quality of e-government services online passport. The results of the analysis to the four variables simultaneously, found that the most influential public support and confidence smallest effect on the quality of e-government services online passport.

5. CONCLUSIONS

The Directorate General of Immigration should further improve the structure of the online passport services in immigration website in order to clear and easy to follow by the applicant online as much as 71.1% of respondents answered the applicant's online passport services sufficient to strongly disagree about the structure of the online passport services. The

Directorate General of Immigration needs to make the applicant feel safe in providing data that are archived on the online passport services in immigration web site for as much as 42.2% of respondents answered the applicant's online passport services sufficient to strongly disagree about the data requested by the Directorate General of Immigration. The Directorate General of Immigration need to create an online passport services to always be available and can be accessed at any time if needed on its website as much as 72.2% of respondents answered the applicant's online passport services sufficient to strongly disagree about the availability and ease of access to the immigration website. The Directorate General of Immigration need to ensure government officials responded quickly in answering user questions on the online passport services as much as 69.1% of respondents answered an online passport service requester enough to strongly disagree about the response of government officials. Overall Directorate General improve online passport services provided by the immigration authorities greatly minimizes the time, effort, and sacrifice as much as 45.3% of respondents answered the applicant's online passport services sufficient to strongly disagree.

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